

06 Nov 03

MEMORANDUM

From: Head, Administrative Services Department

To: Officer in Charge, Naval Ambulatory Care Center, New Orleans, LA

Subj: HEALTH CARE CONSUMER COUNCIL MINUTES OF 06 NOVEMBER  
2003

Encl: (1) Health Care Consumer Council Agenda for 06 November 2003 @ 0830  
(2) Tricare Claims  
(3) Tricare Service Center  
(4) Tricare Update  
(5) Medical Check-In  
(6) Great American Smokeout 3K Fun Run / Walk

1. The General Administrative announcements are included in this letter. All enclosures were provided during meeting with the sign-in sheet on-hand.

Health Promotion Programs and updates: HMC(SW) Johnson

- a. HMC(SW) Johnson gave an overview on the Check in process. She spoke on the goals of improving the PHA process and PRT screenings via constructive feedback.
- b. HMC(SW) Johnson explained that a POD note will be put out to inform commands on the process of PHA and PRT screenings.
- c. HMC(SW) Johnson passed out a handout on the Great American Smoke Out 3K Fun Run/Walk. Enclosure (6).
- d. HMC(SW) Johnson passed out the Medical Check-In handout. Enclosure (5).

DEERS/Active Duty Hospitalization: Mrs. Mae Shields/HM1 Duckworth

- a. Mrs. Mae Shields gave an overview on the DEERS process and clinic responsibilities. Family members need to update there DEERS information at there PSD. The updates the clinic does when new members to the area check-in are temporary; (good for only 30 days) Permanent updates need to be done at PSD.
- b. HM1 Duckworth spoke about changes that have been made concerning Managed Care. Managed Care has placed a representative at Belle Chase Clinic as of October 1<sup>st</sup>, 2003. The representative is there to help service members and their dependants with consults, tricare, and CHCS/DEERS updates.
- c.

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NAS JRB Family Practice Clinic changes and POC for appointment problems:  
**LCDR O'Connor**

- a. LCDR O'Connor commented on some of the changes that NAS JRB Medical Clinic has undergone, the current staff includes 3 Family Practice Providers, 3 Flight Surgeons, 1 Independent Duty Corpsman.
- b. DMES codes for the clinic have been a problem but they are working to resolve the problem with the CHCS administer. We also need patients (if wishing to be seen by a certain provider) to fill out the paper work necessary to change the DMES codes.
- c. Commands need to inform members to use the 1-877-879-1621 number to make appointments for all three clinics.

TRICARE Service Center Representative: **Mr. Al Hijuelos**

- a. Mr. Al Hijuelos stressed that DEERS is a big problem. We need to take every possible step to update the DEERS. There are three ways we can update DEERS, by phone, internet, and walk-in to PSD personally.
- b. Mr. Al Hijuelos passed out a handout on, Tricare Claims, Tricare Service Center, Tricare updates Enclosure (2,3,4)
- c. One major project that will be coming online in the future is the new TRICARE contract. This contract will put TRICARE into 3 regions. No start work order date for the new contract has been provided as of yet.

OIC Comments: **CAPT Shiveley**

- a. Encouraged that more feedback from area commands is received. In order to improve as a clinic and a command we need to know how we are doing in the community.
- b. When a command receives a complaint about the services rendered at any of the three clinics, please have the Chain of Command call the clinic and clarify any complaint.

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2. The next Health Care Consumer Council meeting will be held 16 January 2003, at 0830. The location will be at NACC, classroom one. If you have items that you would like presented at the next committee meeting, please contact Ensign Maurice O. Finley at (504) 678-2400, Extension 3053 or email at [Maurice.O.Finley@pcola.med.navy.mil](mailto:Maurice.O.Finley@pcola.med.navy.mil).



M. O. FINLEY

Health Care Consumer Council Agenda for 6 November 2003 @  
0830

1. Health Promotion programs and update: **Chief Johnson**
2. DEERS (update patient information)/ Active Duty Hospitalization: **Mae Shields/HM1 Duckworth**
3. NAS JRB Family Practice Clinic changes and POC for appointment problems: **LCDR O'Connor**
4. TRICARE Service Center Representative: **Questions and Answers**
5. **Questions??????????**
6. Next Healthcare Consumer Council Meeting January 2004 (date and time TBA).

# **TRICARE CLAIMS**

Submit claims to:

**TRICARE REGION <sup>3</sup>/<sub>4</sub>  
CLAIMS  
PO BOX 7031  
CAMDEN, SC 29020 – 7031  
1-800-403-3950**

Correspondence to:

**TRICARE REGION <sup>3</sup>/<sub>4</sub>  
CORRESPONDENCE  
PO BOX 7032  
CAMDEN, SC 29020-7032**

# TRICARE Service Center

3520 General DeGaulle Dr.  
Timbers Building  
Suite 1050  
New Orleans, LA 70114  
361-4965  
1-800-444-5445

Naval Support  
Activity

Gen. Meyer

Shirley Dr.



3510

3500

Westbend

Holiday

General DeGaulle

Rally's

Wendys

NO  
idge

**TRICARE UPDATE**  
**HEALTHCARE CONSUMER COUNCIL MEETING**  
**November 5, 2003**

1) NACC Enrollment Update

	8/30/03	11/05/03	% Change
NACC NSA	2419	2209	-8.7%
BRMCL NAS	1630	1722	5.6%
	4049	3931	-2.9%

2) New TRICARE Contract Update

- a) Contracts for the 3 newly aligned TRICARE regions awarded in August.
  - (1) HMHS - South
  - (2) HealthNet – North
  - (3) Triwest Allinace- West
- b) Protest filed by Sierra in the North
- c) Result- no Start Work Order for anybody as yet
  - (1) Some decision expected next month

3) HMHS preparations for new contract

- a) Regions 3 / 4 should require minimal transition
- b) Region 6 needs being assessed and action plans being developed
- c) MTF Site visits beginning this month to discuss transition to new contract and start collecting information for new MOUs

4) New Premium Online Beneficiary Services now available on the internet-  
[www.humana-military.com](http://www.humana-military.com)

- a) **Universal Services** (Services available to all site visitors - No sign in required.)
  - (1) Find a Provider
  - (2) Prime Re-enrollment Payment
  - (3) Program Information
  - (4) Your Benefits
  - (5) Health and Wellness
  - (6) Answers to Frequently Asked Questions
- b) **Premium Services** (Secured personal services based on your level of coverage. Sign in required.)
  - (1) Enrollment Verification Print-Out
  - (2) Prime Enrollment Card Request
  - (3) Quick Eligibility Check
  - (4) Referral/Authorization Inquiry
  - (5) Claim Status Check

# GREAT AMERICAN SMOKEOUT

NO REGISTRATION  
FEE

## 3K FUN RUN / WALK

LIGHT REFRESHMENTS



PRESENTED BY...

MWR/

NAVAL AMBULATORY CARE CENTER,  
HEALTH PROMOTION



RUNNERS BY MALE/FEMALE AGE GROUPS

### AWARDS

TIME: 0805  
DATE: 20 NOV 03  
Location: NSA

Preregistration: 18 Nov 03

NSA Fitness Center 678-2527 \* HEALTH PROMOTION DEPT. 678-2400 X3037, 3039

LASTNAME	FIRST NAME	SEX	
MAILING ADDRESS	CITY	STATE	ZIP CODE
PHONE NUMBER	AGE ON RACE DATE	BIRTH DATE	

I know that running a road race is a potentially hazardous activity. I should not enter and run unless I am medically able and properly trained. I agree to abide by any decision of a race official relative to my ability to safely complete the run. I assume all the risks associated with running in this event but not limited to falling, contact with other participants, the effects of weather (including high heat and/ or humidity), traffic and any other conditions of the entry, for myself and anyone entitled to act on my behalf, out of my participation in this event. I grant permission to all of the foregoing to utilize any photographs, motion pictures, recordings or any other record of this event for any legitimate purpose. All forms must be signed. Incomplete, unsigned forms will not be accepted.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Days of check-in:  
Mon., Wed., & Fri.

Starts @ 1300

NACC is located behind  
the NEX, across from  
the boathouse.

# EMPOWERING A HEALTHIER LIFESTYLE



**Welcome  
Aboard !!**

## Medical Check-In

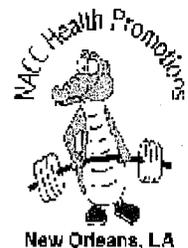
**NACC New Orleans, La**

### THINGS TO BRING:

- MEDICAL RECORD
- DENTAL RECORD
- ADDRESS AND WORK # WHERE YOU CAN BE CONTACTED

### THINGS THAT WILL BE COVERED:

- IMMUNIZATIONS
- SAMS INPUT
- OPTOMETRY, PHYSICALS, LABORATORY, & ALL OTHER MEDICAL APPOINTMENTS
- TRICARE ENROLLEMENT
- PCM DESIGNATION



### NACC New Orleans, La

HEALTH PROMOTION  
2300 General Meyer Ave.  
Bldg. 100-H  
NEW ORLEANS, LA 70142-5300

Phone: 504-678-2400  
Fax: 504-678-2394  
Email: <http://noweb.med.navy.mil/forces/Health/HPromo.html>